



## Career Opportunity Bulletin

### ELIGIBILITY SPECIALIST

**Code:** 507388

**Pay Grade:** 19 (\$14.44 – 19.30/hr.)

**Open for Recruitment:** July 1, 2013 - *Until Canceled*

#### JOB DESCRIPTION

This position determines initial and continuing eligibility of applicants for public assistance programs, and initially screens an applicant's need for other services available in the Department of Health & Human Services and the community. As an Eligibility Specialist you may also perform quality control work by reviewing eligibility determinations made by others. All Eligibility Specialists must be able to perform intermediate mathematical calculations in order to make financial eligibility determinations. Your typical workload will require you to be organized. Also critical to the Eligibility Specialist are interpersonal abilities: you must be able and willing to interact with people from all walks of life, in various emotional states, and treat them with dignity and respect. Conflict resolution skills are also important.

#### Typical Duties

- Interviews clients and obtains and assesses all necessary facts, data, supporting information, and documentation pertaining to the application for public assistance.
- Evaluates information and applies allowable standards and criteria.
- Explains program eligibility requirements, rules, regulations, and individual rights and responsibilities to clients.
- Detects and resolves discrepancies in facts, data, and information provided or revealed.
- Refers clients to various programs.
- Develops reports for, testifies, and represents the Department at fair hearings and fraud hearings.
- Identifies possible benefit overpayments, assesses causes for overpayment, determines whether there has been willful misrepresentation, confronts clients, and negotiates repayments if necessary.
- Examines and evaluates primary and collateral information contained in case records selected for quality control review.

- Public Service
- Career Diversity
- Over 10,000 Employees
- Statewide Locations
- Benefits
- Retirement
- Paid Holidays
- Training
- Career Path
- Promotional Opportunities
- Part Time
- Full Time
- Seasonal Jobs

#### HOW TO APPLY

Clicking on the **APPLY NOW** link next to the job title on the Open Competitive Listing will bring you to the online application process.

#### ADDITIONAL INFORMATION

Your application evaluation results will be emailed to the address you use to login to your online account.

Qualified applicants will be placed on an Employment Register for this classification.

*The Bureau of Human Resources reserves the right to use any scoring methods necessary to identify the most qualified candidates.*

## ELIGIBILITY SPECIALIST



### MINIMUM REQUIREMENTS

In order to qualify, you must have a four (4) year combination of education, training, and/or progressively responsible experience in a social service setting which demonstrates interviewing and data gathering skills as needed to form basis for judgments in eligibility determinations, claims resolutions, and/or customer service requests –OR– a Bachelors Degree in Social Services, Business Administration, or other related field.

**Value of State-paid Dental Insurance: \$13.69 biweekly**

**Value\* of State-paid Health Insurance:**

- Level 1: 100% State Contribution (employee pays nothing): \$363.77 biweekly
- Level 2: 95% State Contribution (employee pays 5%): \$345.58 biweekly
- Level 3: 90% State Contribution (employee pays 10%): \$327.39 biweekly
- Level 4: 85% State Contribution (employee pays 15%): \$309.20 biweekly

\*The level of the actual value of state paid Health Insurance will be based on the employee's wage rate and status with regard to the health credit premium program as of July 1, 2013.

**Value of State's share of Employee's Retirement: 17.07% of pay.**